

## EFFECTIVE

October 1, 2011.

### Subject(s)

1. Exceptions to official SER Policy.
2. Assets.
3. Budget procedures.
4. Energy services.
5. Utility services.
6. Payments.
7. Miscellaneous.

### 1) ERM 104

#### Exceptions to Official SER Policy

All exception requests must be submitted through Bridges.

*Reason:* Policy update and consistency.

*Communication Plan:* FOA Memo.

### 2) ERM 205

#### Assets

Assets are countable for non-energy services only although Bridges is still counting assets for energy requests. A staff note in ERM 205 gives instructions on how to request an override for those cases where assets are still being counted for an energy request.

*Reason:* Policy Update.

*Communication Plan:* What's New Tip.

### 3) ERM 208

#### Budget Procedures

Exclude the asset test for energy related services.

A signed payment agreement with the energy provider is no longer an acceptable verification that the client's copay has been met.

*Reason:* Policy Update.

*Communication Plan:* What's New Tip.

#### 4) ERM 301

##### Energy Services

Verification of the need and cost of emergency has been changed to allow for a scanned copy of the bill. An actual bill is no longer required. The worker continues to be responsible for verifying the emergency need and amount.

A signed payment agreement with the energy provider is no longer an acceptable verification that the client's copay has been met.

*Reason:* Policy Update.

*Communication Plan:* What's New Tip.

#### 5) ERM 302

##### Utility Services

A signed payment agreement with the energy provider is no longer an acceptable verification that the client's copay has been met.

*Reason:* Policy Update.

*Communication Plan:* What's New Tip.

#### 6) ERM 401

##### Payments

Verification of the need and cost of emergency has been changed to allow for a scanned copy of the bill. An actual bill is no longer required. The worker continues to be responsible for verifying the emergency need and amount.

*Reason:* Policy Update.

*Communication Plan:* What's New Tip.

#### 7) MISCELLANEOUS

ERM 103, ERM 206, ERM 306, ERM 307

Minor grammatical changes have been made.

*Reason:* Policy Update.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items (content changes) ...**

**ERM 103  
ERM 104  
ERM 205  
ERM 206  
ERM 208  
ERM 301  
ERM 302  
ERM 306  
ERM 307  
ERM 401**